



## Terms and conditions

### HIRE AGREEMENT Including TERMS and CONDITIONS of HIRE for SOFT PLAY

#### Booking & Cancellation

1. Only a provisional booking can be made by telephone or email.
2. All bookings will be confirmed by **Bouncing Bunnies Soft Play**.
3. The balance is payable in cash on the day or by card via the invoice system.
4. On delivery of the requested items, you will be required to sign these terms and conditions to confirm receipt.
5. Any changes to the booking must be received in writing and agreed by **Bouncing Bunnies Soft Play** prior to the event.
6. All prices are subject to change at any time (excluding confirmed bookings).
7. If **Bouncing Bunnies Soft Play** cancels the booking (excludes reasons beyond our control), full monies will be refunded.
8. We are unable to guarantee the weather and therefore recommend that the equipment be used indoors. We will not refund any monies if weather turns bad on or during the day of Hire and no alternative cover has been arranged. If the weather is unsuitable on the actual day of Hire and an outdoor venue has been booked then we will contact the **Hirer** on the day to give the chance of change of venue.
9. The package prices include hire for a minimum of 2 hours for parties and up to 4 hours for weddings, between the hours of 9am and 8pm.

#### Delivery and Setup

1. It is the **Hirer's** responsibility to check the site measurements for the required package, and also to ensure that there will be adequate space surrounding the play equipment. If sufficient space is not available at the venue site for the package ordered, we reserve the right to remove certain items, at our discretion, for health and safety reasons. However, you will still be charged for them.
2. Please allow up to 60 minutes before the event for **Bouncing Bunnies Soft Play** to deliver and setup the equipment, and also 60 minutes after the event for them to take down and remove the equipment.
3. It is the responsibility of the **Hirer** to ensure easy access to the venue for unloading and loading of equipment. Any restrictions (e.g. lack of parking, stairs) must be reported to **Bouncing Bunnies**

**Soft Play** prior to the event. Failure to do so may result in an additional fee being payable by the **Hirer**.

4. The packages include free setup and delivery to venues within 10 miles of Bournemouth. Venues beyond 10 miles may incur a delivery fee. Please contact us for details.
5. We will endeavour to arrive and setup on time, but **Bouncing Bunnies Soft Play** will not be held responsible for delay incurred due to circumstances beyond our control (e.g. traffic problems, bad weather).
6. **Bouncing Bunnies Soft Play** will setup the equipment taking into account full safety of the children, and therefore the equipment must not be moved off of the play area. We will not accept any responsibility for accidents, injury or damage during the period of hire.
7. If damage or loss has occurred the loss or damage to any of the equipment quotes will be sourced for replacement or mending and any extra costs will be charged to the **Hirer**.

### **Health & Safety**

**It is the responsibility of the person who is hiring this Soft Play Package to ensure that all possible steps are taken to avoid injury or damage. Please ensure that the following Safety Instructions are followed:**

1. The **Soft Play** has an age limit of 5 years old. Please ensure no one over this age uses the **Soft Play** equipment.
2. Please ensure that the **Soft Play** is kept in a clean condition.
3. No food or drinks or chewing gum to be allowed on or near the **Soft Play**, this will avoid choking and mess (please note if the equipment is collected in a dirty condition then the person hiring it will incur a cleaning charge).
4. All shoes, glasses, jewellery, badges **MUST** be removed before using the **Soft Play**. Parents/guardians who enter the soft play area or walk over the padded floor tiles whilst supervising **must** remove their shoes. Any damage may result in the **Hirer** having to pay an additional fee. It is recommended for hygiene reasons that socks should be worn whilst using the **Soft Play** equipment.
5. No face paints, glitter, party poppers, coloured streamers or silly string to be used either on or near the **Soft Play**.
6. No smoking or barbecues near the **Soft Play**.
7. A responsible Adult (over 18 years old) must supervise the **Soft Play** at all times. **Bouncing Bunnies Soft Play** do not supervise the event. **Bouncing Bunnies Soft Play** accepts no liability for any accidents or injuries that may occur whilst the equipment is on hire.
8. Always ensure that the **Soft Play** is not overcrowded, and limit numbers according to the age and size of children using it.
9. Children must not push, collide, fight or behave in a manner likely to injure or cause distress to others.
10. No pets or sharp instruments to be allowed on or near the **Soft Play**.
11. Please ensure that an area of 3 feet (1 metre) around the **Soft Play** is completely clear.

## **General**

1. Ball Pit – please ensure the balls are back in the ball pond for us. It will be really helpful and cut down the time it takes to pack away.
2. Any damage to the equipment must be reported to **Bouncing Bunnies Soft Play** as soon as possible, and may result in an additional fee.
3. The **Hirer** will be responsible for any loss of equipment during the Hire Period and will be charged accordingly.
4. If the **Hirer** is not satisfied with the set up of the equipment, they must state at the time of set up before signing the **terms and conditions**.
5. **Bouncing Bunnies Soft Play** are covered by Public Liability Insurance, and a copy of this is available on request.

## **DISCLAIMER**

Please note that all persons using this soft play equipment do so at their own risk. The person/organisation hiring the equipment will be responsible/liable for any damage or injury occurring from or as a result of misuse or reckless use. These guidelines are for the safety of all people using this equipment, and it is the sole responsibility of the **Hirer** to ensure they are adhered to. Our company cannot accept any responsibility for any injury caused to anyone using this equipment.

**IF YOU ARE UNSURE OF ANYTHING, PLEASE DO NOT HESITATE TO CONTACT US on**

**07788 403020**

**Or email**

**[bouncingbunnies@yahoo.com](mailto:bouncingbunnies@yahoo.com)**